

My feedback relates to a service received on:

Date: / /

My feedback relates to a service accessed at:

- ☐ headspace Adelaide
- ☐ headspace Edinburgh North
- ☐ headspace Marion
- ☐ headspace Onkaparinga
- ☐ Other:

Optional information to provide:

My name is:

I would like to stay informed about the actions being taken. My contact details are:

Phone:

Email:

Address:

If my feedback is a compliment, headspace Adelaide can share it on their social media and include my first name.

☐ Yes ☐ No

headspace Adelaide is operated by Sonder. headspace centres across the Adelaide metropolitan region are supported by funding from the Adelaide PHN through the Australian Government's PHN program. headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health.

contact us

Kaurna Country

173 Wakefield St, Adelaide SA 5000

Phone 1800 063 267

Fax 1800 632 193

Facebook headspaceadelaide

Instagram @headspaceadelaide

Email info@headspaceadelaide.org.au

opening hours

Our opening hours are generally 9 am - 5 pm, Monday to Friday. We offer extended hours on some days. For more details, visit our website.

headspace.org.au/adelaide

Need mental health support now?

Call these services anytime:

Kids Helpline 1800 55 1800

Lifeline 13 11 14

Mental Health Triage Service 13 14 65



headspace Adelaide acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia.

We pay respect to them, their cultural and spiritual heritage, and to Elders past, present, and emerging.

We acknowledge the ongoing impact of intergenerational trauma that has occurred since colonisation and commit to truth telling as we walk alongside them towards reconciliation.

headspace Adelaide welcomes people from all cultures, faiths, backgrounds, experiences, and celebrates all identities, genders, sexes, orientations and abilities.

We embrace diverse voices in our decision making to ensure we deliver inclusive services.

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we love feedback

Information about how to provide compliments, suggestions or complaints about our service.



**your voice can make
a difference**

**We value compliments, suggestions
and complaints.**

When you provide feedback, we respond directly to resolve issues in a timely manner and keep you informed on the actions we are taking.

how to provide feedback



Feedback form

Complete the form in this brochure and hand to a staff member, or fill in the online form at **headspace.org.au/adelaide**



Face-to-face

Speak directly to your worker
or a staff member



Email

feedback@sonder.net.au



Phone

Call us on 1800 063 267



Post a letter

headspace Adelaide, 173 Wakefield St,
Adelaide SA 5000

We welcome the use of advocates or support people at any stage of the feedback process.

If you need assistance in providing feedback, we are able to help you. If English is not your first language, we can organise an interpreter if you need one.

If you are not satisfied with our response you can contact the Health and Community Services Complaints Commissioner (HCSCC).

The HCSCC responds to complaints about community services, health services, or the handling of health information in South Australia. The service is free, confidential and impartial.

How to lodge a complaint with the HCSCC:

Submit an online complaint form via **hscsc.sa.gov.au** or phone **1800 232 007** between 9 am and 5 pm, Monday to Friday to discuss your complaint.

what to expect when you make a complaint

- We will respond to your complaint in a fair, timely and unbiased way. We will receive your complaint in good faith and you will not be disadvantaged in any way as a result of making a complaint.
- Any necessary actions to resolve the issue will be carried out to the best of our ability and we will always work with you to try and find a satisfactory resolution.
- Feedback and complaints are treated respectfully and confidentially. You can remain anonymous if you want to. We will only involve relevant staff members as required to resolve issues.
- Depending on the nature of your feedback, the matter may be resolved immediately. If we need to make further enquiries, or your feedback relates to a more complex matter, it may take longer to resolve.

your feedback

This form can be used to provide feedback about our services. Feedback may be a compliment, a suggestion or a complaint.

My feedback is a:

- ☐ Compliment ☐ Suggestion
- ☐ Complaint

I am a:

- ☐ Person accessing a service
- ☐ Family member, friend or carer
- ☐ Other, please specify:

My feedback is: